CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B4) Office of Human Capital Management Systems Support

TA No: 179-Rev3

Task Area Monitor: **Alternate Task Area Monitor:**

NASA POC: None **Software Control Class:** Low Control

Type of Task: Recurring Task

2. **BACKGROUND**

The Federal Personnel and Payroll System (FPPS) was adopted as an Agency-wide application in 2004. It was originally developed by the Department of the Interior (DOI) to maintain personnel, payroll, and leave information; process the biweekly payroll; and produce various biweekly, quarterly, and annual reports. DOI is responsible for the maintenance and enhancement of the programs comprising the core application. DOI provides a datamart to support reporting needs which is accessed using Hyperion BRIO. LaRC has developed approximately 10 legacy reports that are published on the DOI datamart that can be used to provide ad hoc reports based on user needs. LaRC has also developed its own legacy datamart of personnel and payroll data on the mainframe. This datamart is updated daily for personnel and biweekly for payroll using a NATURAL program that processes FPPS data provided in a flat file structure. LaRC has sole responsibility for the maintenance and enhancement of this datamart, which provides personnel and payroll data to center-unique programs. This task also includes support for the NASA Personnel and Payroll System (NPPS). NPPS historical files are still available on the system. Periodically, request are received to query NPPS to extract specific historical data.

3. **OBJECTIVE**

- Modify the legacy datamart to provide enhancements or improvements based on FPPS data changes.

- Validation of the Labor Cost Data processed and sent to SAP R3.

4. **GENERAL IT SUPPORT SERVICES**

2. BACKGROUND
The Federal Personnel and Payroll System (FPPS) was adopted as an Agency-wide application in 2004. It was originally developed by the Department of the Interior (DOI) to maintain personnel, payroll, and leave information; process the biweekly payroll; and produce various biweekly, quarterly, and annual reports. DOI is responsible for the

maintenance and enhancement of the programs comprising the core application. DOI provides a datamart to support reporting needs which is accessed using Hyperion BRIO. LaRC has also developed its own legacy datamart of personnel and payroll data on the mainframe. This datamart is updated daily for personnel and biweekly for payroll using a NATURAL program that processes FPPS data provided in a flat file structure. LaRC has sole responsibility for the maintenance and enhancement of this datamart, which provides personnel and payroll data to center-unique programs.

This task covers the support of the interface from FPSS to the LaRC Datamart. It also includes support for the NASA Personnel and Payroll System (NPPS). NPPS historical files are stored on the Marshall server and are still accessible. Periodically, requests are received to query NPPS to extract specific historical data.

3. OBJECTIVE
The objective of this task is to ensure quality and timely support from the Contractor in the following areas:
- Ensure the integrity of the data received from FPPS and loaded into the LaRC Datamart
- Develop and execute adhoc queries from historical NPPS repositories when requested/approved by OHCM.
- Develop and execute adhoc queries from FPPS as when requested/approved by OHCM.

4. GENERAL IT SUPPORT SERVICES
1. Coordinate approval of all requests for FPPS or NPPS historical data through OHCM in advance using the CRS LaRC Remedy System.

2. Perform quality analysis on the data received from FPPS. Report anomalies/concerns to OHCM immediately for resolution.

3. Participate in bi-weekly FPPS agency telecons.

4. Provide monthly activity reports through TIPS (Technical Letter Progress Report) of activities completed and the associated time spent on each activity.

5. When a new data element is installed in FPPS, make recommendations to OHCM on whether the data element should be included in the FPPS to LaRC datamart interface. With the approval of OHCM, install the data element into the LaRC datamart.

General IT Support Services Performance Metrics
Performance Standard: The LaRC Datamart meets the interface requirements of the LaRC legacy systems receiving data from it.

Performance Metrics:
Exceeds: LaRC legacy systems receive data as expected from the LaRC Datamart Interface more than 96% of the time during the evaluation period.

Meets: LaRC legacy systems receive data as expected from the LaRC Datamart Interface 90-95% of the time during the evaluation period.

Fails: LaRC legacy systems receive data as expected from the LaRC Datamart Interface less than 89% of the time during the evaluation period.

Performance Standard: Requested adhoc queries/reports reports are accurate and complete
Performance Metrics:
Exceeds: Queries/reports go beyond customer needs and are considered expert.
Meets: Queries/reports address requirements adequately.
Fails: Any of the query/report requirements are not met (timeliness or accuracy).

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES
None required.
6. WORK-AREA SPECIFIC SERVICES
None required.
7. Exhibit A
None required.
8. SPECIAL SECURITY REQUIREMENTS
FPPS data contains Privacy Act information that must be safeguarded in accordance with applicable procedures.
9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS
Not required.
10. JOINT REVIEW SCHEDULE
There will be a joint review of the work of this task at meetings to be held as deemed necessary by the TAM and Task Lead (at least semi-annually). The following persons or their alternates are required to attend: NASA TAM, ConITS Task Lead. Technical performance, timeliness, and cost will be discussed. The Contractor shall provide the status of all work requests active for the relevant period. The Government may schedule meetings with cognizant Contractor staff at any time to address issues.
11. PERIOD OF PERFORMANCE
This TA is effective from 04/19/06 to 01/31/07
12. TECHNICAL PERFORMANCE RATING
In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60% Timeliness: 40%
13. RESPONSE REQUIREMENTS
This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.
14. FUNDING INFORMATION
Funding last submitted on 01/31/2006.
15. MILESTONES
None required.
16. DELIVERABLES
None required.
17. FILE ATTACHMENTS
None.

Customer Support and IT Consultation and Training:
Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of IT Consultation and Training given in Section 4.8 of the SOW for all General IT Support Services. Additional consulting requirements include the following:

1. Assist the Government in defining data and information requirements, data sources, and intended end-user applications and recommend appropriate information technology,

products, and capabilities for satisfying information requirements.

2. Design, develop, and revise training materials for applications relevant to the business and administrative support. Schedule classes, arrange logistics for classes, conduct training, validate training effectiveness, and provide information for input to student records.

3. Perform studies analyzing new technologies, analyzing feasibility of technical approaches, defining user requirements, analyzing existing environments, identifying constraints, deriving and analyzing alternative solutions, recommending approaches and solutions, and estimating costs and benefits. This predevelopment work may result in a subsequent TA for application development.

General IT Support Services Performance Metrics

<u>Performance Standard</u>: Documentation covering the use of application software covered by this requirement is complete, understandable, and up-to-date.

<u>Performance Metrics</u>:

      Exceeds: Documentation is error free, complete and up-to-date. Significant improvements have been made in the clarity of documentation or documentation is proactively sought from all sources.

      Meets: Documentation is complete with only minor errors noted

      Fails: One or more required documentation components are not available or errors are noted that could compromise the operation or integrity of the applications.

<u>Performance Standard</u>: Consultation meets customer needs and training provided meets students' needs. Required reports are accurate and complete

<u>Performance Metrics</u>:

      Exceeds: Consultation and reports go beyond customer needs and are considered expert. Students rate teaching proficiency as very good or excellent. Training recommendations are made and adopted.

      Meets: Consultation and reports address requirements adequately. Training schedules are met. Students rate teaching proficiency as satisfactory or better

      Fails: Any of the requirements (a,b,or c) of this subsection is not met, or students rate teaching proficiency as unsatisfactory.

<u>Performance Standard</u>: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

<u>Performance Metrics</u>:

      Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.

      Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.

      Fails: Any of the requirements of this subsection (a through h) is not satisfied.

Users rate operation and help in use of the applications less than satisfactory.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

The Contractor shall follow the processes for software maintenance, according to the software control class, as specified in Task Assignment SL001.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held as deemed necessary by the TAM and Task Lead (at least semi-annually). The following persons or their alternates are required to attend: NASA TAM, ConITS Task Lead. Technical performance, timeliness, and cost will be discussed. The Contractor shall provide the status of all work requests active for the relevant period. The Government may schedule meetings with cognizant Contractor staff at any time to address issues.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60%   Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding last submitted on 04/29/2008.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

None.